

DEPARTMENT OF CONSUMER AFFAIRS
 MANAGEMENT SERVICES TECHNICIAN
 DEPARTMENTAL – PROMOTIONAL EXAMINATION



www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

WHO CAN APPLY	Applicants must have a permanent civil service appointment with the Department of Consumer Affairs, or meet provision SPB Rule 234 & 235 as of the final filing date in order to participate in this examination; or Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or Must be a current or former non-elected exempt employee of the Executive Branch for Two or more consecutive years as defined in Government Code 18992; or Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.	
HOW TO APPLY	Please submit an application (STD 678) to the address indicated below. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD. NOTE: All applications must include "to" and "from" dates (month/day/year); time base; civil service class titles and range (if applicable). Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.	
WHERE TO APPLY	MAIL TO: Department of Consumer Affairs Attn: Selection Services (Fil Tucker) P.O. Box 980428 West Sacramento, CA 95798-0428	HAND DELIVER TO: Department of Consumer Affairs Attn: Selection Services (Fil Tucker) 1625 N. Market Blvd., Suite N 321 Sacramento, CA 95834
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.	
FINAL FILE DATE	March 19, 2009. Applications must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.	
WRITTEN TEST DATE	MAY 2, 2009.	
SALARY RANGE	\$2495 – \$3426 per month	
POSITION DESCRIPTION	Under supervision, to learn and perform the less technical, semiprofessional tasks of a management services or related discipline, either (1) on a permanent basis, or (2) in training in preparation for promotion to the professional level; and to do other related work.	

Positions exist statewide.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

All applicants must meet the experience requirements by the written test date.

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement. **Your signature on your application indicates that you have read, understood, and posses the basic qualifications required.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**MINIMUM
QUALIFICATIONS**
Either I

One year of experience performing the duties of a Management Services Assistant. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must complete one year of this experience before they can be eligible for appointment.)

Or II

One year of experience in the California state service performing duties at a level of responsibility equivalent to that of Office Assistant (General), Range B.

Or III

Sixty semesters or 90 quarter units of college.

**DEFINITION OF
TERMS**

The words "**duties at a level of responsibility equivalent to**" means that the applicant must have State civil service experience of appropriate type and length in a class at the same or higher salary level of the class specified.

**SPECIAL AND
PERSONAL
CHARACTERISTICS**

Both demonstrated interest in and aptitude for work in one of the staff services or related disciplines, and the capacity for professional development.

**DESIRABLE
QUALIFICATIONS**

Experience and/or education applied toward Patterns I and II which has developed verbal, analytical, numerical, and/or writing skills is preferable.

**EXAMINATION
INFORMATION**

Written test dates and locations are determined as conditions and needs warrant. When dates are determined all accepted applicants will receive notification of their written test time and place at least two (2) weeks prior to their scheduled date. This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **Candidates who do not appear for the written test will be disqualified.**

**EXAMINATION
SCOPE**
WRITTEN TEST WEIGHTED – 100%
Knowledge of:

1. Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to:

1. Learn rapidly.
2. Follow directions.
3. Communicate effectively with other staff and those contacted in the work.
4. Use good work habits such as punctuality, skill, neatness and dependability.
5. Make satisfactory progress in a prescribed training program.
6. Interpret written material.
7. Edit written material.
8. Write effectively.
9. Analyze written and numerical data accurately.
10. Make clear, concise oral presentations.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**ELIGIBLE LIST
INFORMATION**

A departmental promotional eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS
PREFERENCE**

Veterans preference credit **is not** granted in promotional examinations.

CAREER CREDITS

Career credits will not be granted in this examination.

QUESTIONS?

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Street, Suite N 321, Sacramento, CA 95834, (916) 574-8351.

GENERAL INFORMATION

The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at **(916) 574-8370** if you should have any questions regarding this examination.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department of Consumer Affairs and at www.spb.ca.gov.

If you meet the requirements to participate in this examination, you may take this examination. Possession of the entrance requirements, does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their score.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the essential functions of the duties to the class. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.